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January 17, 2015

Robert G. Taub, Chairman
Postal Regulatory Commission
901 New York Avenue NW - Suite 200
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COMMISSION

Dear Mr. Taub:

Congratulations on becoming Chairman.

Postal affairs have been an interest of mine for 50 years. Your January 9, 2015 Information Request to the Postal Service touched on several matters of concern to me. Would it be possible for you to ask them for information related to your first questions?

Item 17 discussed Automated Postal Centers (APCs) and any possible plans for more of them to be installed. APCs are the best thing since sliced bread and I use them.

However they are of no value to either customers or the Postal Service when APCs are inaccessible due to the box lobby still being locked after supper and on Sundays and Holidays. When they debuted, most Districts secured those lobbies not already open all the time so people could use the APC 24/7/365. Other Districts follow a "Do Nothing" path to this day that results in their APCs only being available essentially during retail window hours. And negates their self service value during the evenings and weekends.

As several of these locked APCs are in the Midwest and close to Chicago, could you ask the Postal Service when the APC locations in these Districts will be made available 24/7:

Central Illinois Detroit Greater Indiana Lakeland

Item 21 discussed POSTPlan offices where the changes have not been made yet. Perhaps one unintended benefit due to the POSTPlan was also an increase in the number of post office box lobbies being left open all the time now. While this has been common in many parts of the country for years, other Districts have transitioned hundreds of lobbies. Even with reduced window hours, people can now get their mail anytime - day or night - including all weekend. Coupled with the use of parcel lockers where available, thousands of customers are enjoying better mail service now.

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Time locks feature a system where at a certain time, the box lobby door will be locked from the inside preventing people from coming in to get their mail later. Those in the lobby when it locks should be able to get out by pushing a release bar or button.

A problem with time locks is when will it release in the morning, when will it lock at night and will it open the lobby on Sundays? None of these questions exist with a 24/7 lobby.

Postal Inspectors have told me security requirements are basically the same for either a time lock or to have a 24/7 lobby.

Could you ask the Postal Service about these lobby matters?

- 1) With the Postal Service saying they lose \$25 million every day, why are Districts allowed to spend money on new time locks? Why not just leave the lobby open all the time if it is secure enough of a time lock?
- 2) Progressive Districts are removing time locks. Or stop having local police lock the lobby once an office goes on the POSTPlan. Why can't other Districts adopt this policy? Or at least set the time locks to release on Sunday morning so people can get their mail every day? These current policies are ludicrous and outdated.
- 3) Mail is mail no matter if a person lives in a small town or big city. As noted above that while many Districts already have virtually all lobbies open and have added hundreds more via the POSTPlan, other Districts scoff at the idea of leaving lobbies open in a office with city delivery. Those people seem destined to not getting their mail in the evenings or all weekend.

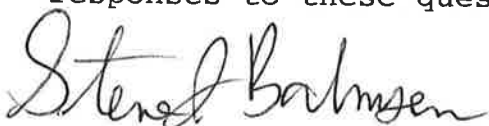
What is a better business and service decision?
To secure and leave a lobby open in a town with 600 people?
Or to secure and open the lobby in towns of 6,000 and 60,000 people?

These three matters primarily involve these Districts:

Central Illinois - Greater Indiana - Greater Michigan - Lakeland

Both Ruth Goldway and Deborah Randall will testify to my passion for having lobbies open all the time because it is a good idea. Ms. Randall also does a good job in handling the Service Inquiries I send the Commission.

Thank you for your assistance by asking the Postal Service for responses to these questions.



Steven J. Bahnsen